

Appendix 5

Staff process for dealing with unacceptable customer actions.

Customer Contact in writing (email, chat, social media, letter)

Open a new or existing CRM record or on your **services relevant system**. Where an existing record indicates that the customer is known to present with unacceptable actions, follow the guidance below.

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Customer is abusive/aggressive to staff in writing.

No

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Handle enquiry following service guidelines.

Yes

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Attempt to defuse the situation, by reading the customers enquiry and responding to legitimate issues raised, do not respond in kind, remain calm, but be firm and polite in your response.

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The customer writes again but continues to display unacceptable actions or the behaviour escalates.

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Read the customers enquiry, discuss the correspondence with your line manager and log a low level incident form.

Respond and advise the customer that they should not write to the council in this manner, and should they continue to write in this way, then we may take further action

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The customer writes again but continues to with unacceptable actions unacceptable actions escalate. Write back to the customer advising that their actions are not acceptable and from this point onwards, correspondence will be read but will not be responded to if the customer does not modify their actions and that we may take further action if the unacceptable actions continues.

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The customer writes again but actions are acceptable, continue to engage with customer as normal.

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Read customer correspondence, do not respond, action any relevant service requests and log a H&S incident for investigation.

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H&S investigation will commence, a determination will be made as to if the customer needs to be placed on the CIR and a risk assessment may be carried out. You and your manager will be involved in the investigation.

The Determination Team will advise customer of outcome of determination if appropriate.